HUB REVIEW FINDINGS – VALLEJO FERRY TERMINAL

Date of Hub Review:
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Participants:
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Existing Hub Conditions:
The Vallejo Ferry Terminal is the main transit hub in the City of Vallejo. It accommodates the Baylink ferry services and bus services for the City of Vallejo, Benicia Transit and Napa "Vine" Transit. Ridership at this location has grown over the last ten years because of the popularity of the ferry service and associated Baylink buses. This has resulted in the City increasing the availability of all day parking at this harbor front location which also serves City Hall and other City offices. The City has also created a positive community resource by integrating this regional transit hub into waterfront commercial development and park/recreation areas. As such, this regional hub has become a focal point of the community.

CORRECTIVE ACTIONS

WAYFINDING:
In general, comments from the hub review team noted a lack of comprehensive directional signs that identify the facility and link the connecting transit services. Existing signs were inconsistent, sometimes not clearly visible or inappropriately placed. The transit operators and the customers they serve would benefit from a new, up-to-date, and consistent wayfinding sign program. The program would provide easy to read, easy to find, hierarchical information to direct customers between transit services and hub entries/exits in a convenient and accessible manner.

Wayfinding program corrective actions should include but is not limited to:

Identification of station or transit operator

- Provide a consistent hub identification sign that incorporates the branding of Baylink and the connecting bus services. Entry signs should identify all operators (including their logos) serving this hub (photos #1, 2, 3);

- Install signs in the parking lots that clearly identify this facility and the entry pathway to the terminal;

- An additional entrance sign is needed on the north side of the terminal/waiting room building (photo #1);

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Moving around or entering or exiting the station

- Install signs at all decision points in the hub, which direct passengers between the ferry, the buses, the terminal, ticket machines, RTIC's, bicycle facilities, and delineates the accessible pathway throughout the hub facility including:
    - o The ferry piers (photo #4);
    - o Bus stops on both sides of Mare Island Way (photos #5, 6) ;
    - o The ferry terminal, waiting room and commercial services (photos #7, 8).

- Use a consistent set of graphics, fonts, and colors for directional signs (see checklist questions #7, 8, 12, 14, 16);

- Add international icons and symbols where appropriate;

- MTC will work with a transit operator who will take the lead on the development of a comprehensive and consistent wayfinding sign program, including providing funding for program development and P S & E.

Identification of where to board or wait for transit

- Confirm that all bus stop signs have agency logos that are large and bold, can be seen from each approach direction and that route identification complies with 2004 ADAAG Guidelines (see checklist questions #21, 23, 24; photos #9 - 12);

- Install consistent Braille signs on all bus stop poles and/or shelters. Use mounting hardware that allows for changeable route information (see checklist question #23);

CUSTOMER INFORMATION:
Customer information is currently dispersed throughout the hub in a variety of formats and accuracies. Customer information displays should be coordinated with the new wayfinding sign program at key locations within the facility. The new program would address these corrective actions.

Regional Transit Information (RTIC)

Currently there is no RTIC at this regional hub, although there is a variety of customer information. Checklist comments suggest the following improvements:

- Establish one or two locations in the hub where RTIC(s) could be provided. The RTIC(s) would include:
1. The regional 511.org transit map; and
2. Subregional or system map for local operators.

- Recommended RTIC locations:
    - o Inside terminal/waiting room: Replace existing customer information displays with RTIC and local operator information (photos #8, 13, 14);
    - o Additional optional location: At the main entrance to the ferry piers where the majority of passengers enter or exit (photo #4).

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- Combine RTIC installation with local transit information wherever possible (see checklist questions #28 – 33).

Local Transit Information

- Local transit information would include:
    1. Subregional or system map for local operators;
    2. Schedules and service hours;
    3. Fares and specific system information;
    4. Hub layout map; and
    5. Local vicinity map.

REAL-TIME SIGNAGE:

Existing Real-Time Signs:

Real-time signs are currently provided for Baylink ferry services at the entrance to the pier and there is a scrolling sign inside the passenger terminal. The City of Vallejo is considering new real-time sign installations.

Future Real-time Sign Installations:

Corrective actions include:
- Improving the existing real-time information at the ferry pier to be larger and more visible (photo #15);
- Installing new real-time signs inside the terminal building near the ticket window or waiting room area. These signs should provide information about the Baylink ferry and bus information for Vallejo, Benicia, and Napa Transit services (photos #8, 14).

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STATION PHOTOGRAPHS

1. Main Ferry Terminal building. Note lack of identification signs, logos and entry signs.

2. Main pedestrian crossing to Ferry Terminal. Note lack of Ferry Terminal name, logos, entrance and directional signs.

3. Hub identification sign. Lacks operator logos and branding.

4. Entrance and exit to ferry pier. Lacks directional information to terminal and other transit services. Note real-time signs above dock entry.

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5. Main pedestrian entrance on Mare Island Way. Without the ferry at the pier, it is difficult to identify the Ferry Terminal.

6. Bus stops on Mare Island Way. They do not identify the Ferry Terminal at the stop.
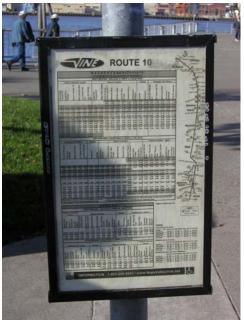

7. Main entrance to Ferry Terminal building. Lacks identification, logos, directions and connecting transit signs.

8. Ticket window inside Terminal provides an excellent service and is a key decision point. Additional customer information could be posted or available at this location such as regional transit information (RTIC), local transit maps, schedules and fares, real-time arrival and departure times, local bicycle facilities maps, and directions to connecting transit or bike facilities.

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9. Bus stops on west side of Mare Island Way. The information that is provided is inconsistent and incomplete.

10. Napa Vine Route 10 schedule and route. Lacks Braille and other 2004 ADAAG requirements.

11. Bus stop signs. Some do not comply with 2004 ADAAG guidelines.

12. Bus stops on east side of Mare Island Way. Transit route maps, schedule and connecting transit Information is inconsistent and incomplete.

13.

14.

Waiting room and customer service area inside the Terminal Building is an excellent customer service and much appreciated on a cold, windy day. This is an ideal location for regional transit information (RTIC), local transit maps, schedules and fare information, real-time arrival/departure information, local bicycle facilities maps, and directions or maps to connecting transit or bike facilities.

15. Main ferry pier entry/exit. Excellent location for directional informational and new larger and more visible real-time signs.

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			Hub Review Checklist Summary
			WAYFINDING
			Identification of station or transit operator
Yes	**No**	**N/A**	
2	4	0	1. The hub is clearly identified, visible from surrounding roadways by vehicular and pedestrian traffic. • This hub is clearly visible and obvious, but it needs improved branding; • Lacks consistent graphics, design, color, logos and typography; • Good signs from Mare Island Way, but not from Georgia Street, but other signs are meager.
2	3	0	2. Entrances into the hub are clearly identified, visible from approaches by vehicular and pedestrian traffic. • Add entry sign at north-side entrance; • Signs from parking lots are limited or non-existent, need better entry signs to the hub.
1	4	0	3. Transit operators serving the hub are clearly identified at the entrances with their logo and name. • Small and inconsistent logos for Vallejo, Benicia and Napa Transit.
3	2	0	4. Station identification reinforces information on printed maps and schedules. • Poor overall coordination of physical signs and printed material.
3	2	0	5. Station name is identified on the entrance sign along with agency logo. • Only on one side. This needs improvement.
			Moving around or entering or exiting the station
Yes	**No**	**N/A**	
2	2	1	6. Agency logos are included with names on directional signs within the facility. • Signs are not clear or easily visible.
0	1	3	7. Turnstile level street exit directional signs also include connection agency names and logs.
2	2	1	8. Vital connections information is grouped together on signs. • Not well signed or grouped together; • Connecting transit information is not available.
2	3	0	9. Connection directions are provided at each decision point and there are no gaps in the connection directional information flow. • Need connecting bus signs in the terminal.
0	5	0	10. Exiting directional signs list a hierarchy of the popular destinations and connecting services to reach these destinations. • There are no signs for exiting, destinations or directions.

0	5	0	**11.** Where connecting transit service is not within the station, clear directional signage (including walking distance) is provided to these services. All sign placement complies with 2004 ADAAG guidelines. • Bus stops are located on the street but conveniently located outside terminal building. • Need connecting bus signs in the terminal.
1	2	1	**12.** In stations with multiple track/gate or train/ferry service, confirmation of agency, destination, and real-time departure is associated with those services.
2	2	0	**13.** Clear sightlines are maintained to signs and all sign placement complies with 2004 ADAAG guidelines. • Bus stop signs may not meet guidelines and are well integrated.
0	4	0	**14.** Exiting connection information is color-coded to emphasize and make it easier to find directions and connections.
4	1	0	**15.** Signs are legible with adequate message size appropriate for viewing distance, proper contrast ratios, and illumination levels. • Most signs are okay, but the "terminal" entrance sign from the dock is too small.
1	3	0	**16.** Arrows are of consistent design and are bold in visual balance with text and are closely associated with their messages.
			Identification of where to board or wait for transit
Yes	No	N/A	
2	3	0	**17.** Transit boarding platforms are clearly and boldly identified. • Ferry pier and bus stop locations could be better identified.
0	1	3	**18.** Where a particular transit route utilizes different boarding points for opposite directions of travel, directional signage is provided to the different boarding point including platform route number, name, and route terminus (a place name). • No information for Route 200. • Need better wayfinding to connecting bus services.
1	3	1	**19.** At commuter rail, ferry terminals or bus stations, the boarding area identification number is large and bold with service agency, destination, number, and "real-time" departure is provided. • Real-time signs at ferry entrance; • Need BayLink sign at clock and Napa Vine signs are not bold enough.
1	2	0	**20.** Schedule frequency and last departure information are provided at transit boarding platforms and are consistent with 2004 ADAAG guidelines. • Yes for Napa Vine Transit; • No schedules for BayLink or Benicia Transit.
4	1	0	**21.** Bus stop signs have agency logos large and bold. • Could be improved.

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0	3	0	22. Bus stop signs have accessibility and parking restrictions as auxiliary signs below the basic bus stop signs.
2	2	0	23. Bus route identification on bus stop signs comply with 2004 ADAAG Guidelines – minimum 2" route number character height. • Napa Transit signs are too small; • Confusion between what is BayLink and Vallejo Transit • Logos and telephone #'s are too small.
4	1	0	24. Bus stop sign faces are visible from each approach direction.
1	1	1	25. Bus shelters have associated bus stop signs which are consistent with the design guidelines described in this checklist. • Only one shelter, need to improve this facility.
			CUSTOMER INFORMATION
Yes	No	N/A	
			Regional Transit Information (RTIC)
2	2	1	26. Transit information in Regional Transit Information Display Cases is accurate and easy to read. • No RTIC and existing information is not well marked.
0	4	1	27. Transit operator and route maps for the nine-county San Francisco Bay Area are posted in the Regional Transit Information Display Cases. • Add information case to Lobby and waiting room area.
			Local Transit Information
0	5	0	28. Hub specific information is provided in a case adjacent to the Regional Transit Information Display Case and at other critical locations at the hub. • Limited information available for Vallejo Transit; • Benicia and Napa Vine are only available from ticket agent.
0	5	0	29. Hub layout maps are provided in the hub information display case. • Map needs to be added.
0	5	0	30. Map of hub vicinity with landmarks and attractions is posted in the hub information case. • Map needs to be added.
1	4	0	31. Posted transit information (i.e. maps, schedules) is well maintained, accurate and easy to find. • Not well maintained or easy to find. Some are available inside terminal.
0	5	0	32. Schedules, fare, transfer information and hub layout maps are located near bus stops and loading platforms. • Need to be more consistent. Information is available in terminal but not at bus stops.

3	2	0	33. Printed schedules and maps distributed at the hub contain accurate information and are consistent with the information provided in the Regional Transit Information Display Cases. • Need to be more consistent.
			REAL-TIME SIGNAGE
			Existing Real-Time Signage
Yes	No	N/A	
5	0	0	34. Real-time signage is provided at the hub.
			35. Location of signs (indicate on station diagram). • Next boat information is available at ferry pier. • Scrolling sign is available inside the terminal building.
			36. Description and photo of signage types. • Time and departure information. • Administrative information.
			37. Identification of transit services included on real-time signage (Include operator and mode). • Ferry departure information.
			Future Real-Time Signage Installations
			38. Describe location(s) for future real-time signage locations (indicate on station diagram). Refer to Appendix A Real-Time Technology Guidelines page A-24 • Inside terminal building
			39. Describe transit services that would be included in real-time signage displays. Refer to Appendix A pages A-24-26. • List of all boats and buses; • Include real-time hierarchy.